

## Meeting Minutes for Cory Lakes CDD

Provided by The Sunshine Board Corporation

Forum Name: Workshop August 1 - August 12, 2016

Date: All

Participants: Cyril Spiro, Sudhir (Sid) Shah, Joyce Hepscher, Jorge Castillo, Robert Woodards, John Hall, Carrie Bercan

Topic Title : Emailing CLI about Back-to-School Event (Author : Cyril Spiro, Replies : 2)	
Author	Message
<b>Cyril Spiro</b> Tue Aug 09, 2016 6:54 pm	<p>The New Tampa Back-to-School Event that I am hosting at the Cross Creek Center (Plaza with Shell gas station at Kinnan and Cross Creek) on Saturday from 11-4 is growing into a tremendous event. We will have over \$3,000 worth of raffle prizes with 1 free raffle ticket for each adult. 10 stores and restaurants in the plaza have sponsored the event and most will be giving away items and food and offering deals. Café Ole is offering free Paella. There will be free bounce house, dunk tank and band from 11-4pm. In addition, from 1-4pm, free face painting and DJ Davy from the Wild 94.1 morning show. The local fire department said they will make an appearance with the truck for the kids. A Kona Shaved Ice truck will be onsite throughout the event. We will even have a huge 5ft cloud buster balloon with 150 flags on the wire.</p> <p>I think it would shortchange the families at CLI if we didn't inform them about the event. Obviously, since I'm hosting the event, I have a bias towards sending an email to the residents about the New Tampa Community event, so I want to find out from the other Supervisors if you think it's ok to email the residents about it before I direct staff.</p> <p>Thanks, Cyril</p>
<b>Sudhir (Sid) Shah</b> Tue Aug 09, 2016 8:15 pm	<p>I am neutral on this.</p> <p>Although I think if Cory Lake Isles children can have free fun and see their friends at the event, it will be positive.</p>
<b>Joyce Hepscher</b> Thu Aug 11, 2016 11:10 am	<p>I'm not sure what the laws are on this type of solicitation. I wouldn't want you to get in any trouble.... If it's allowable from your end, I don't see any problem with Wendy sending out a community wide email blast notifying of a community event that will be occurring just like we do for the CL events....</p>

Topic Title : August 18th meeting (Author : Joyce Hepscher, Replies : 1)	
Author	Message
<b>Joyce Hepscher</b> Thu Aug 11, 2016 11:13 am	<p>This isn't really a topic that needs replying too, I am just taking this opportunity of being able to communicate with you all to let you know that I will be extremely late to the meeting on the 18th. I was just notified yesterday that my daughter's parent teacher night is on the 18th from 7 to 8pm. Of course my husband will be out of town, so I have to attend. I will pop in as soon as I can after the event. Sorry to have to miss twice in a row!</p>
<b>Cyril Spiro</b> Fri Aug 12, 2016 1:28 pm	<p>thanks for the notice</p>

Topic Title : Article in Newsletter about M/I Monument (Author : Cyril Spiro, Replies : 5)	
Author	Message
<b>Cyril Spiro</b> Tue Aug 09, 2016 2:05 pm	<p>Hi,</p> <p>I had an idea that I want to run by the Supervisors before I direct staff. The idea is as follows: Rich will take a picture of the Cory Lake Isles Monument and Reclamata Tree on the M/I property for the cover of the Islander. A caption will say, "Help Save the Monument! read page X to learn more." Then on page X will be the article attached here.</p>

	<p>Sorry for the late post, but we have to submit this today. Please let me know your opinion. Any edit requests welcome.</p> <p>Thanks, Cyril</p>
<b>Jorge Castillo</b> Tue Aug 09, 2016 4:30 pm	Cyril i like this idea and will get the community at large engaged.
<b>Robert Woodards</b> Tue Aug 09, 2016 5:54 pm	Great Idea, a great way to get the community's support and or other recommendations. Go with it.
<b>Sudhir (Sid) Shah</b> Tue Aug 09, 2016 7:19 pm	I like the idea of informing the residents, so lets put a picture on the Islander's cover followed by an article inside. Sudhir
<b>Joyce Hepscher</b> Thu Aug 11, 2016 11:11 am	Sorry I missed the response deadline on this topic. It's been a crazy week for me with back to school!
<b>Cyril Spiro</b> Fri Aug 12, 2016 1:29 pm	We proceeded with the project and should see it in the next Islander!

Topic Title : Gym (Author : Sudhir (Sid) Shah, Replies : 11)	
Author	Message
<b>Sudhir (Sid) Shah</b> Thu Aug 04, 2016 7:44 pm	I was in the GYM yesterday morning, Wednesday 8/3 around 8:00 AM. There were total of 11 people, basically on top each other. We got to do expand the gym before long. What are your thoughts?
<b>Cyril Spiro</b> Tue Aug 09, 2016 2:01 pm	<p>Hi Sid and others,</p> <p>I have not presented the survey results from the budget survey yet, but here are the results for expanding the gym: 86 (38%) For, 105 (46%) Against, 38 (17%) Neutral = 229 total unique residence responses The spread of -8% Against is slightly greater than the Margin of Error = 5.5%. This indicates that the results are likely to be representative of the community as a whole.</p> <p>If the board, at it's discretion, lumped the Neutrals with the Fors, and assessed the Margin of Error on a 2-point scale, then the MOE would be 11.5%. In that case the For + Neutral would be 124 (54%) vs. Against at 105 (46%) with a spread of 9%. Since 9% is not as large at the MOE of 11.5%, there is no clear indication that this result is a reflection of the whole community. So it can not be counted on as a majority opinion.</p> <p>A significant number of the Against responders stated that the reasons for not being in favor of expanding the gym is either they don't use the gym or they don't see that it is busy.</p> <p>My impression is that the gym gets busy at certain times of the day but not others, just like roads during rush hour.</p> <p>These are the facts from the survey. I will admit that I am a gym user and a proponent of expansion. I recognize that the community is close to split on the gym expansion issue. Based on the results, I do not favor expanding the gym at this time. Before expanding the gym, I believe that more has to be done during the next fiscal year to encourage residents who want a gym expansion to make their case to the rest of the community. If a survey like this is done for the FY2018 budget and the results change, I would welcome that change and encourage the board members to follow through with the expansion.</p> <p>Cyril</p>
<b>Robert Woodards</b> Tue Aug 09, 2016 7:01 pm	I think based on the number of residents in this community our GYM statistically is too small even with the maxiumn ecomonical expenasion possible. I'm in support of building across the street large enough to include a gym. Further, I understand there maybe a study that was done a few years ago concerning putting a building across the street. Recommend we take a look at the study if available and establish a survey based on the most economical facts and I think the community will support putting a building large enough to include a GYM across the street.

<b>Sudhir (Sid) Shah</b> Tue Aug 09, 2016 8:10 pm	<p>Thank you Cyril for sharing survey info.</p> <p>I have seen residents walk in and immediately walk out of the gym because there is not enough room or their equipment is occupied by someone else.</p> <p>Last week I stopped by at the CLI office and requested Wendy if she can pull Gym users stats for any three, one week usage (separately). I do understand that gym users quite often leave the gym to take a phone call and return or walkers gain entry to use the rest room. On the other hand I have also seen residents bring their guest. We can discount say 10 to 15% from the stats to gauge the accurate users. We could compare it with pool users stats to gauge each facilities usage as part of a decision making process.</p> <p>Lets also consider leaving a short survey in the Gym.</p> <p>In my opinion a roomy, nicer fully equipped gym together with all other amenities we already have would surely attract new more sophisticated, high earners home buyers which will drive up home values in this great community.</p> <p>Is 2017 budgeting done and approved?</p>
<b>John Hall</b> Wed Aug 10, 2016 12:53 pm	<p>I did find the 2012 future plan which included the expansion of the Beach Club for gym facilities.</p> <p>The gym side of the building would only be to expand the existing restrooms into locker rooms.</p> <p>The kitchen side would then be expanded to include racquet ball courts.</p> <p>The cost of this expansion was estimated at 1.6 million.</p> <p>The future plans for the land across the street only involved the addition of a walking trail, boat ramp parking and restrooms.</p> <p>I do not see anything showing plans for a new building across the street.</p>
<b>Cyril Spiro</b> Wed Aug 10, 2016 1:20 pm	<p>John, So in those plans the gym side of the building would not have more workout space?</p>
<b>John Hall</b> Wed Aug 10, 2016 2:40 pm	<p>No it would just be enlarging the restrooms for lockers.</p> <p>There isn't a detailed drawing involved, only a drawing of the exterior showing the building with the expanded space.</p>
<b>Joyce Hepscher</b> Thu Aug 11, 2016 11:08 am	<p>I've said a couple of times that the survey is great for obtaining a general opinion of the neighborhood, but then we as a board have the ultimate responsibility to make the decision as we believe is best for our community. With the survey results being so close, I truly believe that this is a time when we are going to have to come together to make a decision as the board in command. I wasn't able to attend the last meeting so am not sure what the discussion was surrounding the land near the Morris Bridge entrance we had assessed. I would like to discuss the option of selling that land and to use the money to build a new gym that would be on scale with the size of our community. I agree that the gym is always packed and I believe that it would be used even more if we had a larger space with the ability to offer more services.</p>
<b>Carrie Bercan</b> Thu Aug 11, 2016 3:18 pm	<p>I was able to get a spreadsheet from Identitytech for the number of finger scans accessing the gym. From that spreadsheet I was able to filter a date range from July 11 - August 8, 2016 which yielded over 2000 scans. Obviously, as Sid pointed out, there would be some variances to consider but that's roughly about 70 residents a day accessing the gym.</p>
<b>Cyril Spiro</b> Fri Aug 12, 2016 1:24 pm	<p>I'm open to and welcome the discussion.</p>
<b>Sudhir (Sid) Shah</b> Fri Aug 12, 2016 4:49 pm	<p>Thank you Carrie for the data. Can you get us the data for the pool. Thank you.</p> <p>Expanding gym just for the locker room space seems futile, in my opinion.</p> <p>I would agree with Joyce that if we have a better, larger facilities (Gym) more</p>

	residents would definitely use it more often and even attract new residents into use it regularly.
<b>Jorge Castillo</b> Fri Aug 12, 2016 4:52 pm	I would be in favor of expanding across the street.

Topic Title : Envera Security Proposal (Author : Cyril Spiro, Replies : 6)	
Author	Message
<b>Cyril Spiro</b> Tue Aug 09, 2016 7:30 pm	<p>At the last board meeting, Envera presented their potential solutions. Bob and Joyce, if you did not get a copy of the proposal please ask Chuck to send it to you.</p> <p>There are several options available with the proposal. I know that staff have some opinions about it based on their experience using the current system that they can share with us.</p> <p>The price tag for the system is not small, so we should make a decision before determining the 2017 budget.</p> <p>Any opinions from the Supervisors yet?</p>
<b>John Hall</b> Thu Aug 11, 2016 10:07 am	<p>I know after the last board meeting everyone looked at the large cost and big job that would be entailed to get this project off the ground but I want you to keep a few things in mind.</p> <p>We recently had the Cross Creek guard shack get hit by lightning. The television, phone modem, security router and systems were all fried.</p> <p>I was able to get CIO Tech to rush a new router out to try and get the systems back online. It took me being here until after 9 pm to try and get at least some of the systems working and the CIO Tech technician and the tech from Identitytech were still on conference call working on issues until after midnight. Now almost two weeks later we are still spending time trying to work out bugs in the system.</p> <p>This is caused by the fact we have way to many hands in the security pot.. Identitytech for the fingerprint scanners, virtual guard, and some cameras.</p> <p>Sound and vision for some cameras.</p> <p>The DSX for barcodes.</p> <p>GateTech for gates</p> <p>Reddash for Identitytech software.</p> <p>All of these people have a hand in getting one resident through a gate. When the system goes down I have to contact all of these vendors to get their one item up and running.</p> <p>When I started calling that friday to get people to fix their issues i got this&gt;&gt;&gt;&gt;</p> <p>Jaime with the DSX..... On Vacation we will look at it next week</p> <p>Identitytech... Not a "How can we help you get up and operational again" , But instead a lecture about how that router was for their system and we didn't get authorization to change it. It took me getting nasty with them and saying I don't care who's system it is, the router is toast, this one is here now, help CIO Tech get it linked up to your network and we will replace it later. They still haven't offered to come replace it, CIO ordered an identical unit and we will put it back to their specs so hopefully everything communicates properly.</p> <p>Sound and Vision.... We can't get to it until next week... "Um Scott we have no tag cams to guard your gate" " Oh yeah let me look at it tomorrow. When he did come out and replace the power supply and get the cameras working, he just threw the DVR back in the cabinet on top of the other equipment knocking the DSX offline and left it that way.</p> <p>Keep in mind I had just spent time wire tying the wires and organizing the equipment so it was easier to see what is going on under there.</p> <p>While going through all of this I noticed that there is no Back UPS running and guarding this equipment, nor has any of these vendors noted or recommended putting them on one to save the interruptions we get so frequently.</p> <p>Is this really the level of ongoing service we want from the companies we trust to</p>

	<p>keep our community safe???</p> <p>If we had the Envera system in place then by their presentation they would have had a guard on staff notice the systems went down and immediately generated a service call.</p> <p>The system would be completely theirs so it would only entail one technician coming out to replace any bad equipment and get the security systems back online. One company, one call, one repair.</p> <p>This is not the first time I have spent the majority of the week and my weekend on the phone with vendors trying to get systems back up and working like they are supposed to.</p> <p>Just sharing my frustration with the incompetent and unreliable service we now have and how it takes away time from the many other things i could be accomplishing around the community.</p>
<b>Joyce Hepscher</b> Thu Aug 11, 2016 11:01 am	<p>I have not been provided the information that was presented, but it sounds to me like we do need one uniformed company performing the service. I have also had experience trying to get companies to work together and it is always an ongoing battle over who is going to do what. Are there other companies out there that similarly perform all of these services that we could obtain comparison quotes from? I will request the information from Chuck today.</p>
<b>Carrie Bercan</b> Thu Aug 11, 2016 2:45 pm	<p>In addition to John &amp; I becoming unofficial IT techs having to reset modems/routers to the different security systems in three separate locations (each guard house &amp; beach club) we also have to remember various user id's and passwords to each program. As John mentioned, 2 different programs run the cameras-yet 3 different programs to access and view live or playback. It's very laborious and time consuming when we have to research a specific event to review. We only have one computer and can only open 1 camera program at a time; there isn't a way to open all 3 to be able to see what is going on at any given moment.</p> <p>Another point to mention is the Identytech accounting; I just received 7 months of invoices (February - August) for the monthly Cloud Based Hosting and Routine Monthly Maintenance of Virtual Guard equipment! When questioned, Thomas apologized and said that in addition to technical support he has been trying to get the accounting caught up.</p>
<b>Cyril Spiro</b> Fri Aug 12, 2016 1:27 pm	<p>Clearly, we need to make a switch. I think that our discussion about Envera should be based on how to do it financially versus whether to do. Sid and Jorge, you were at the last presentation. What are your thoughts?</p>
<b>Sudhir (Sid) Shah</b> Fri Aug 12, 2016 4:11 pm	<p>John and Carrie, I feel your frustration and pain. Sounds like dealing with a warranty issue for a construction job. Pointing fingers at other parties or worst the weather.</p> <p>John, I would appreciate it if you could get me the 1) Dollar amount of the annual contract we pay for Identytech, DSX, Sound &amp; Vision. 2) Also I would like to know if all the contracts have run its course and there are no early termination clause. 3) Do we currently have any back up power supply at either locations i.e. both guard houses and at the Club House 4) If we switch to a new vendor, can all the data be easily transferable. This is very important.</p> <p>If the Chairman other supervisors agree and all the responses to my concerns are addressed than I am in favor of inviting Envera during our next CDD meeting. Sudhir.</p>
<b>Jorge Castillo</b> Fri Aug 12, 2016 4:59 pm	<p>Im in favor of having them come back, we certainly need to standardize on technology if we want to see improvement. I'll have more comments after i see the revised proposals.</p>

Topic Title : Security Post Orders (Author : Carrie Bercan, Replies : 5)

Author	Message
<b>Carrie Bercan</b> Thu Aug 11, 2016 3:50 pm	<p>There have been two separate incidents this week regarding current Post Orders for the guards that I would like to open for discussion. The first incident was a resident voicemail upset that the guard wouldn't allow a vendor work truck to enter</p>

	<p>the community before 9am on Saturday. In speaking with the resident to determine exactly what happened; he explained that he had made an appointment for the Bright House tech to arrive at 8am to fix his internet connection. When the truck arrived at the gate, the guard had called him to let him know that Bright House was on premise, but she couldn't allow him access to the community until 9am. The technician left and the resident had to make arrangements for another tech for later that morning. The current Post Orders Addendum specifically read, "TheGuardhouse shall admit all WORK VEHICLES into Cory Lake Isles between the hours of 9AM-7PM on Saturday".</p> <p>Is there a way to amend the post orders for a work truck to enter at 8am on Saturday? Also, what about emergency instances; roof leak, a/c, water pipe bursts, etc.? I believe there should be an allowance for the times of emergency repairs as sometimes these things happen in the late evening/early morning hours.</p> <p>The second incident is a resident called to complain that their overnight guest, that had parked in the street because there wasn't room in the driveway, had a Warning sticker on the vehicle window from the Rover. She wanted to know the rules and what should she do about their guests. I asked if there was a way to possibly make room in the driveway or the garage and she indicated that they had just recently moved and the garage is currently full, there is no way to park the vehicle in the garage or driveway. So my question is how to accommodate resident extended guests vehicles when there isn't room in the driveways. The current Post Orders Addendum state, "No cars are to be parked overnight, between the hours of 1am until 6am, on any street" and "No cars are to be parked on easements AT ANY TIME." Is there a way to make exceptions for extended guests for the duration of the visit if they are 'registered' with the CDD office?</p>
<b>Cyril Spiro</b> Fri Aug 12, 2016 1:20 pm	<p>Hi Wendy,</p> <p>As far as the 9am start time, that was originally designed to prevent workers from mowing lawns or making other loud noises early in the morning. Perhaps we could amend that to make the exception of workers that are not loud or for emergencies. I'd be interested in knowing what the other Supervisors think.</p> <p>As far as multiple night parking for guests, I recall conversations in the past where we said if they notify the guards in advance that they could be allowed to do so. There would have to be some set limit though, so that it's not for a "permanent" guest. Perhaps, no more than 1 week. Supervisor thoughts?</p>
<b>Joyce Hepscher</b> Fri Aug 12, 2016 1:49 pm	<p>I think 8am is an appropriate start time.</p> <p>As far as the overnight parking I don't think a decision was ever made. We had originally said that they could park at the beach club overnight but then the POA pointed out that they have strict rules that no one's allowed to park overnight at the beach club. I personally think that as long as the security guards are aware as long as the limit is no more than I would say four or 5 nights it should be okay.</p> <p>My question is what do we do about the lawn company's that have bar code access and start mowing at 7am on Saturdays? Very frustrating!</p>
<b>Cyril Spiro</b> Fri Aug 12, 2016 2:05 pm	<p>I'm fine with 8 as well. I wonder if we have another part of the code that says no loud work early on weekends. Maybe Chuck or Wendy know.</p>
<b>Sudhir (Sid) Shah</b> Fri Aug 12, 2016 4:22 pm	<p>I am fine with 8:00 AM service trucks on Saturday and anytime for emergency repair trucks like plumbing or roof only. No lawn mowing until 9:00 AM</p>
<b>Jorge Castillo</b> Fri Aug 12, 2016 5:01 pm	<p>Im ok with a 8am for deliveries, however i don't believe Lawn companies should be allowed until 9am especially on the weekends when people are trying to get a little extra sleep.</p>